

# Statement of Work - Housekeeping Services

## A. GENERAL:

The contractor shall furnish all management, labor, personnel, materials, tools, and equipment to provide housekeeping services for Department of Veterans Affairs Savannah Primary Care Clinic located at 325 West Montgomery Crossroads, Savannah, GA 31406. Housekeeping services will provide cleaning of treatment areas and administrative support offices to maintain a satisfactory facility condition and present a clean, neat, and professional appearance. The contractor will accomplish all cleaning tasks according to the provided cleaning frequency tables. The contractor is required to provide all cleaning chemicals and paper products required to replenish all dispensers and plastic liners for all waste receptacles. All work performed by the contractor shall be performed in accordance with all applicable laws, regulations, instructions, and commercial practices.

Total approximate square footage is 38,000. The flooring is mostly hard surfaced vinyl composition tile with approximately 600 square feet of carpet and two outdoor concrete pads; one at the entrance and one at the smoking shelter.

## B. WORK HOURS:

1. Normal Work Hours: 4:00pm-12:00 Midnight, Monday through Friday. In addition, there will be one working supervisor on duty Monday through Friday, 8:00am-4:30pm and during special cleaning projects
2. Contractors Work Schedule shall take into account extended clinic hours to include Wednesday evening until 6:30pm and Saturday mornings from 8:00am-12:00Noon. This will include use of approximately four exam rooms and may also require additional cleaning of the clinic entrance, check-in/waiting areas, blood drawing lab and restrooms.
3. National Holidays: The ten holidays observed by the Federal Government are: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day and any other day specifically declared by the President of the United States to be a national holiday.

## C. SPECIFICATIONS:

1. Building Security.
  - a. Keys. The contractor shall be provided keys or allowed access to all areas and rooms requiring cleaning. Keys provided to the contractor shall not be duplicated. In the event a key is lost or duplicated, all locks and keys on that system shall be replaced by the Government. The contractor shall be responsible for the total cost involved in replacing keys and cores.

The contractor shall be responsible for immediately reporting the occurrence of a lost key to the Contracting Officer Technical Representative (COTR) or his/her designee.

- b. Contractor employees shall not allow any unauthorized person the use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than contractor employees performing assigned duties. All rooms/areas required to be locked shall not be left unattended during the cleaning process and shall be relocked by contractor personnel after completing cleaning duties.
- c. Contractor personnel shall turn off all lights in unoccupied areas after cleaning is performed. Ensure areas are secured, windows are closed and locked and the alarm is set. The Contracting Officer or designee shall be notified of any unlocked doors or windows during his/her duty hours.

## 2. Safety.

- a. The contractor shall display warning signs that have been approved by the COTR in all areas where housekeeping operations may cause traffic obstruction or personnel hazard. Signs shall contain easily understood directions and guidance in English and Spanish.
  - b. The cleaning of lobbies and corridors resulting in a temporary wet or slippery floor surface shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas (1/2 of the hallway or area at a time). The contractor must comply with all Life Safety Regulations.
  - c. Contractor is responsible for Handling/Cleaning of VA Furniture/Equipment normally found in a clinic unless otherwise instructed by the COTR or designee such as sensitive diagnostic eye exam equipment in Room 111 in the Optometry Clinic.
  - d. Government owned equipment that is plugged in for recharging shall not be unplugged by the contractor.
3. All optometry tables, wheelchairs, examination tables and other furniture and equipment shall be cleaned in accordance with the government requirements. The contractor shall be responsible for moving and returning the furniture and equipment to its original position when cleaning it or under/around/behind it.
4. All tasks accomplished by the contractor personnel shall be done so as to preclude damage or disfigurement of furniture and building structure. The contractor shall correct any damage caused by his employees to any part of the building or equipment or any area covered by this contract at the contractor's expense.

## 5. Frequency of Services Required:

- a. All tasks will be performed according to the Cleaning Frequency Chart below. The following additional rules will apply to all areas as appropriate:
  - i. A Hospital grade germicide solution will be used for mopping restroom floors. Cleaning solution shall be changed after mopping each restroom.
    - 1. A complete list of chemicals to be used on all surfaces shall be provided by the contractor to the COTR no later than the post award conference.
      - a. All chemicals and supplies are subject to approval/rejection by the COTR.
    - 2. Contractor must provide all materials Safety Data Sheets (MSDS) for any chemical product used in the execution of this contract. MSDS sheets shall be provided at the post award conference and a copy shall be maintained at each location work is performed and shall be kept in an appropriately labeled MSDS Book.
  - ii. A Hospital grade germicide solution will be used for cleaning/disinfecting all High Touch Objects. These objects include door handles, light switches, exam tables, sinks, sink handles, faucets, toilet seats, toilet flush handles, hand rails, telephones, chair handles, drawer handles, IV poles, and exam room countertops. (See attached)
  - iii. After cleaning using the appropriate method (vacuum, sweep, dust mop, damp mop, scrub, etc.) all floors will have a clean and uniform appearance free of streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or any other blemish.
    - 1. All cove base, trim, and furniture shall be free of cleaning product residue or buildup after the cleaning or waxing of any floor surface.
  - iv. Exterior walk off mats will be cleaned and lifted daily; any soil or moisture underneath shall be removed. All mats will be returned to their original location.
  - v. In the removal of trash, any obviously soiled or torn receptacle liners shall be replaced. At a minimum all liners should be changed two times per week. The contractor is responsible for providing replacement receptacle liners.
  - vi. Trash will be removed from the premises when collected and placed in the nearest approved outside collection point. This

includes any outdoor trash and ash receptacles at entrances and smoking shelter.

1. Building occupants, not the contractor, will be responsible to recycle and empty their own individual recycling containers and sensitive materials containers into a centrally located recycling container.
- vii. Regulated Waste – The contractor must provide personnel trained in the handling of regulated medical waste (RMW). RMW is to be packaged in accordance with applicable state and federal regulations by the contractor and stored onsite in the soiled utility closet or other designated space.
1. The removal of RMW from the premises is accomplished through a separate contract.
- viii. Constant policing – the supervisor employed during clinic operating hours, in addition to the duties described herein, shall monitor all public areas and restrooms, clean any spills or stains or other mishaps that occur during normal operations immediately. Cleaning, as the need arises; including the cleanup and organization of papers and magazines in waiting areas, spot cleaning walls and floors and entry doors and glass. The employee will be under the day to day direction of the nurse manager of the Savannah Community Based Outpatient Clinic or his/her designee.

**MINIMUM CLEANING FREQUENCY CHART**

<b>Restrooms</b>	Daily	Weekly	Monthly	Quarterly	Semi-Annually	Annually	As Needed
Dust mop and wet mop floors	X						X
Scrub floors/ recoat as needed – minimum 5 coats			X				X
Clean/disinfect sinks and sink surfaces including undersides and pipes	X						X
Clean mirrors	X						X
Clean/Disinfect showers	X						X
Clean/disinfect commodes (inside and out)	X						

Spot-clean all walls (room and stalls)	X						X
Refill dispensers (toilet paper, paper towels, toilet seat covers) – All dispensers will be cleaned daily and refilled as appropriate	X						X
Soap, alcohol foam, and Lotion dispensers (clean and refill as necessary – ensure no expired product is used or allowed to remain in dispenser past expiration date)	X						X
Trash removal – including the cleaning/disinfection of inside and outside of waste receptacle	X						X
Deep clean grout (walls and floors)					X		X

All other space	Daily	Weekly	Monthly	Quarterly	Semi-Annually	Annually	As Needed
Vacuum carpets	X						X
Vacuum walk off matting (interior and exterior)	X						X
Dust and Wet mop tile floors	X						X
Clean cove base			X				X
Strip and refinish tile floors						X	X
Top scrub and recoat tile floors – minimum 5				X			X

coats							
Buff tile floors and apply wax as necessary to maintain highly polished appearance (Fridays)		X					X
High dust walls/wall art		X					X
Wash Walls/Cabinet/Fronts, etc.							X
Clean fixtures and equipment (ex: patient scales, refrigerator and microwave exteriors, etc.)		X					X
Dust all flat surfaces (i.e. file and general cabinet tops, refrigerator tops, window sills, high and low dusting, chair and base molding, etc.)		X					X
Dust and clean furnishings (including but not limited to: tables, chairs, desks, magazine racks, fire extinguishers, window blinds and sills)		X					X
Clean/Disinfect water fountains	X						X
Light Fixtures and Vents (dust and clean exterior of vents, remove dead bugs and dust from light fixtures)		X					X
Contractor owned equipment (must maintain clean equipment for use)	X						X

Glass	Daily	Weekly	Monthly	Quarterly	Semi-Annually	Annually	As Needed
Interior Window Glass	X						X

(including doors)							
Exterior Glass doors	X						X
Other exterior glass					X		X

Exterior of Building	Daily	Weekly	Monthly	Quarterly	Semi-Annually	Annually	As Needed
Entrance/exit stairs or ramps will be swept and cleaned	X						X
Clean exterior matting	X						X
Patio Areas and Smoking Areas policed, glass cleaned, and trash emptied	X						X

**D. GOVERNMENT FURNISHED EQUIPMENT/SUPPLIES**

1. N/A – Contractor is responsible to furnish all supplies necessary to perform work described.

**E. CONTRACTOR FURNISHED EQUIPMENT/SUPPLIES**

1. The contractor shall furnish the supplies necessary to perform all services required. Supplies and equipment shall meet the specifications below and comply with VA, federal or state Occupational Safety and Health Standards and fire regulations. Contractor furnished items shall be subject to use by VA employees. A listing of these items follows: toilet tissue, paper towels, toilet seat covers, antimicrobial hand soap, alcohol foam hand cleaner, trash can liners for each size can and all cleaning chemicals. All products supplied by the contractor must fit in VA provided dispensers and trash receptacles.
  - a. Contractor shall provide a small supply of paper products to each location to prevent each facility from running out of paper products in between cleanings if patient/visitor volume is unexpectedly high.
2. All items used in the execution of this contract shall be approved by the facilities Infection Control Committee (ICC) and the COTR prior to being used. The contractor shall obtain Material Safety Data Sheets, Occupational Safety and Health Administration (OSHA) Form 20 for all chemical products used and must provide a copy to the COTR. New supplies or changes in previously approved materials shall require product literature and may require samples. Any change

in supplies or chemicals must be requested in writing and approved by the COTR not less than thirty days prior to use in the execution of this contract.

NOTE: Aerosol sprays shall not be used in patient treatment areas.

3. Contractor personnel shall not use steel wool, abrasive metal cleaners, or any other cleaning materials or supplies which could cause damage to government property. At no time shall chairs, wastebaskets, brooms, mops, or any other items normally placed on the floor be placed on any surface of furniture or equipment.
4. All containers of cleaning chemicals and similar products shall be conspicuously marked (preferably with a factory label), to identify contents. All other labels must be removed or defaced. Materials bearing a Department of Transportation (DOT) red label (flammable) shall not be used. No unlabeled chemicals are permitted for use anywhere within the facility. No unlabeled containers are permitted.
5. Contractor's equipment shall be compatible with existing sources of government furnished electrical power. All equipment shall comply with current safety standards. All equipment shall be cleaned with a disinfectant/detergent each day prior to storage.
6. All electrically operated equipment shall be equipped with hospital quiet-type motor, be third-wire grounded, and equipped with an appropriate length of UL approved three-conductor cord. Extension cords are prohibited.
7. All wheeled and movable equipment shall be equipped with protective non-marking wheels and rubber bumpers or guards around the entire perimeter. No part of the equipment (except fixed handles) shall protrude beyond the rubber bumpers.
8. When not in use, equipment shall be removed from the premises or stored in designated areas only. Trash containers shall be washed each day prior to storage.
9. Supplies and equipment shall not be transported in trash barrels, mop buckets, etc. All materials not immediately used shall be properly stored.
10. The disinfectant/detergent used shall be currently Environmental Protection Agency (EPA) registered as a hospital grade germicidal (pseudomonocidal and staphylocidal), fungicidal and viricidal at the recommended use dilution. The manufacturer's labeled instructions for use dilution shall be followed. The disinfectant/detergent used shall be compatible in use with the microorganisms which may be prevalent in the local area.
  - a. In the event of an outbreak of Methicillin Resistant Staphylococcus Aureus (MRSA), Clostridium Difficile (C-Diff) etc., only germicides specifically

designed and labeled shall be used to clean/disinfect areas affected by the outbreak (generally bleach based germicides).

- b. Bleach or bleach based products, shall only be used in these situations and shall not be used for routine daily cleaning/disinfecting.
11. Carpet shampoo shall be used in accordance with manufacturer's recommendations.
  - a. Carpet shampoo shall not be left to dry in fabric or carpets and shall be extracted with water after cleaning.
12. Mop heads shall be laundered after each use. Disposable mop heads may be made of non-woven fabric or a listless fabric consisting of textile fibers or a combination of fibers and yam and be clear or neutral in color. No oil based treatments are allowable. The chemical treatment shall not have a "flashpoint" of less than 330° Fahrenheit and shall be free of specifiable matter. The compound shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall contain no carbon residue.
  - a. Dirty mop heads shall not be left or stored on the premises nor shall mop buckets be left on premises with any solution (used or clean) left in them.
13. Vacuum Cleaners shall have hospital grade HEPA filtration systems. All vacuum equipment (i.e. tank, hose and bag) shall be cleaned daily with hospital disinfectant/detergent. Vacuum filters shall be cleaned weekly at a minimum or as needed.
14. Trash collection containers shall be rigid, with a smooth interior finish, equipped with a snug fitting cover and hard rubber, non-marking, silent running casters. All trash containers shall meet local fire regulations. Trash carts shall be of such size that will not block width or block passageways for building evacuation. All trash collection containers shall be thoroughly cleaned and disinfected daily.
15. The double bucket mopping or microfiber system shall be used. Buckets shall be constructed of non-porous, acid resistant, seamless material.
16. Signs shall contain easily understood directions and guidance in English and Spanish.
17. Contractor Equipment. The government shall not be held responsible for any item of Contractor's equipment which may be lost, damaged or stolen. The Contractor shall tag or otherwise clearly mark all contractor owned equipment for identification.
18. When routine facility defects (dripping faucet, loose door, loose window frames, damaged walls or other items, etc.) are found, they shall be reported to the COTR or his/her representative.

19. All areas are to be pre-inspected by the contractor and shall receive cleaning, protection and beautification in keeping with the minimum standards established by the government. Contractor shall perform a deep cleaning of all areas within 30 days of beginning the contract to include, washing all walls, stripping and refinishing all tile flooring, shampooing/extracting all carpet and scrubbing all ceramic tile and other and surfaced flooring. A minimum of eight (8) coats shall be applied at startup.

**F. QUALITY ASSURANCE**

1. All work shall meet the standards specified herein and according to the attached VA Standards of Cleanliness spreadsheet. The Government will receive and investigate complaints from various customers located at the VA Savannah Primary Care Clinic. All information received will be provided either verbally and/or in writing to the contractor for appropriate action. All incentives and penalties will be judged according to the below Quality Assurance Surveillance Plan (QASP).

**Quality Assurance Surveillance Plan**

Required Service	Performance Standard	Monitoring Method	Incentive/Disincentive for meeting or not meeting performance standards
Housekeeping Standards of Cleanliness	Complete the cleaning of the buildings and contents as specified in the statement of work and according to the Cleaning Frequency Chart and Standards of Cleanliness spreadsheet	Unannounced inspection, direct observation and COTR review of submitted reports or substantiated complaints by building occupants.	Invoice shall be deducted 1% of the total monthly amount for each occurrence above two per building per quarter that doesn't meet the performance standard.
Chemical Safety	Chemicals are to be utilized per manufacturer's instruction. No improper mixing of chemicals. No unlabeled containers or chemicals.  No improper storage of chemicals or	Unannounced inspection, direct observation and COTR review of submitted reports or substantiated complaints by building occupants.	Invoice shall be deducted 1% of the total monthly amount for each substantiated discrepancy.  Building occupant and contractor safety are of paramount importance.

	<p>chemicals left unattended by contractor in compliance with all applicable laws and regulations.</p> <p>Only utilize chemicals that have been pre-approved by COTR.</p>		
--	---	--	--

2. Contractor Quality Control Program

- a. The contractor shall have a quality control program to assure all requirements of the contract are met as specified. The program shall be detailed and provided in writing to the Contracting Officer or his/her designee. The program shall be continuously improved to keep in compliance with OSHA, Joint Commission, and Infection Control guidelines.
- b. The contractor shall provide upon request all documentation in regards to this Quality Control program including guidelines and inspection results.

3. Periodic Progress Meetings

- a. The Contracting Officer, COTR, or other government personnel as appropriate and the contractor shall have periodic meetings to discuss the contractor's performance. Items for discussion include, but are not limited to: inspection results, customer complaints, opportunities to improve performance, steps taken by the contractor to prevent occurrences in the future. The contractor shall provide a summation of unsatisfactory findings and customer complaints and provide insight into any identified trends.

**G. OTHER REQUIREMENTS**

- 1. All items are contained in this subsection are required to be provided by the contractor by the listed deadline and are subject to penalties for delinquency. A penalty of 1% of the total monthly invoice, per day per line item shall be administered for any deadline not being met as outlined in the following table:

<b>Requirement</b>	<b>Timeline/Deadline/Specification</b>
Cleaning Inventory Supply list – a full list of chemicals to be utilized in execution of contract and all associated MSDS sheets provided to COTR.	No later than post award conference.

Contractor Quality Control program	Written submission of program no later than 5 days prior to starting date of contract
Provide Reports / Job related data upon request.	Contractor is required to provide reports and job related data within 3 business days of request. Reports may include but are not limited to (for each location): hours worked, supplies consumed, accident reports, summary of quality assurance program results, summary of complaints, etc.
List of Employees / Proof of Training / Background Checks / Security Clearance	<p>Contractor shall provide comprehensive list of employees, by contract location, prior to the start of the contract. The employee list must include good contact phone numbers for each employee as well as all completed training as proof of compliance with all applicable laws and requirements.</p> <p>All contracted employees are required to pass a background check and obtain/maintain a security clearance to work on Department of Defense installations in the execution of this contract.</p>
Seamlessness of Service	Contractor is responsible to provide replacement personnel immediately in the event that any in their employ cannot complete the work assigned. There shall be no instances where work is not performed as required and in accordance with Work Hours (section B).

**H. Security Accreditation Package**

The Q&A requirements do not apply. A security accreditation package is not required.

**Attachments**



Standards of Cleanliness.xlsx



High Touch Areas CBOC's.pptx